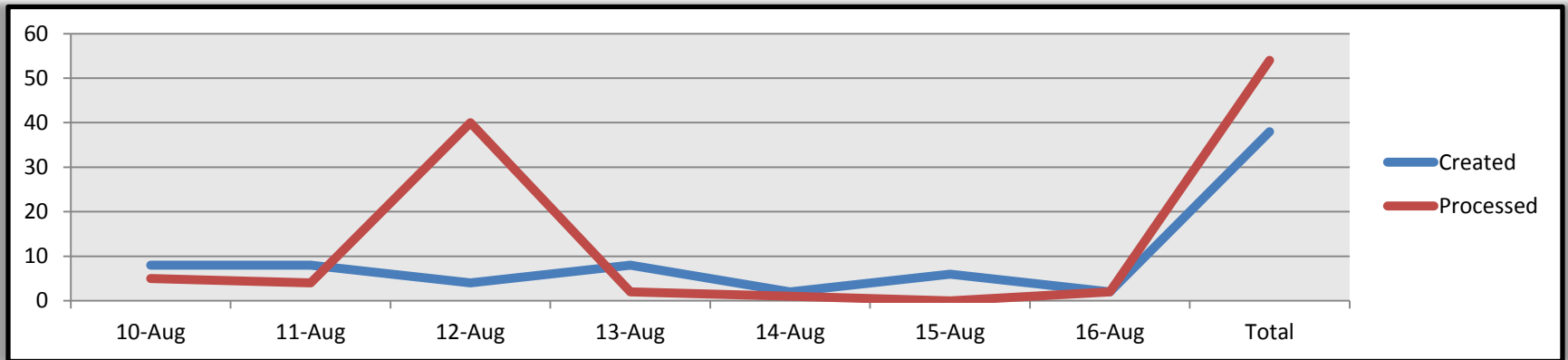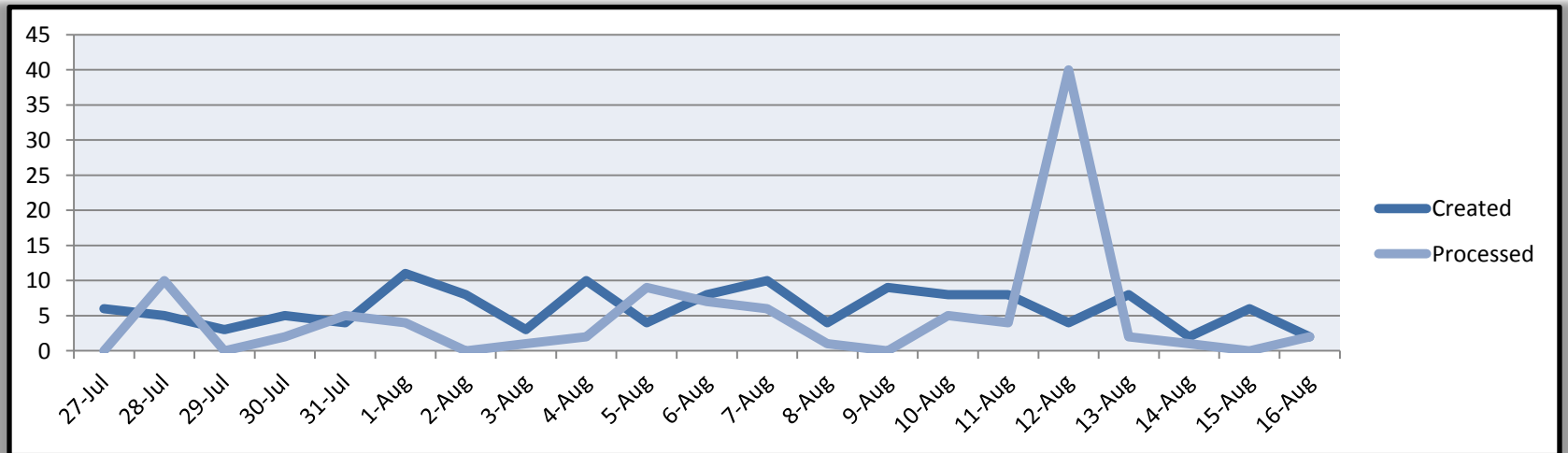# Support Volumes

This dashboard contains metrics on for Star Wars: Commander, across all platforms, for the week of August 10-16, 2014.

August 10-16, 2014
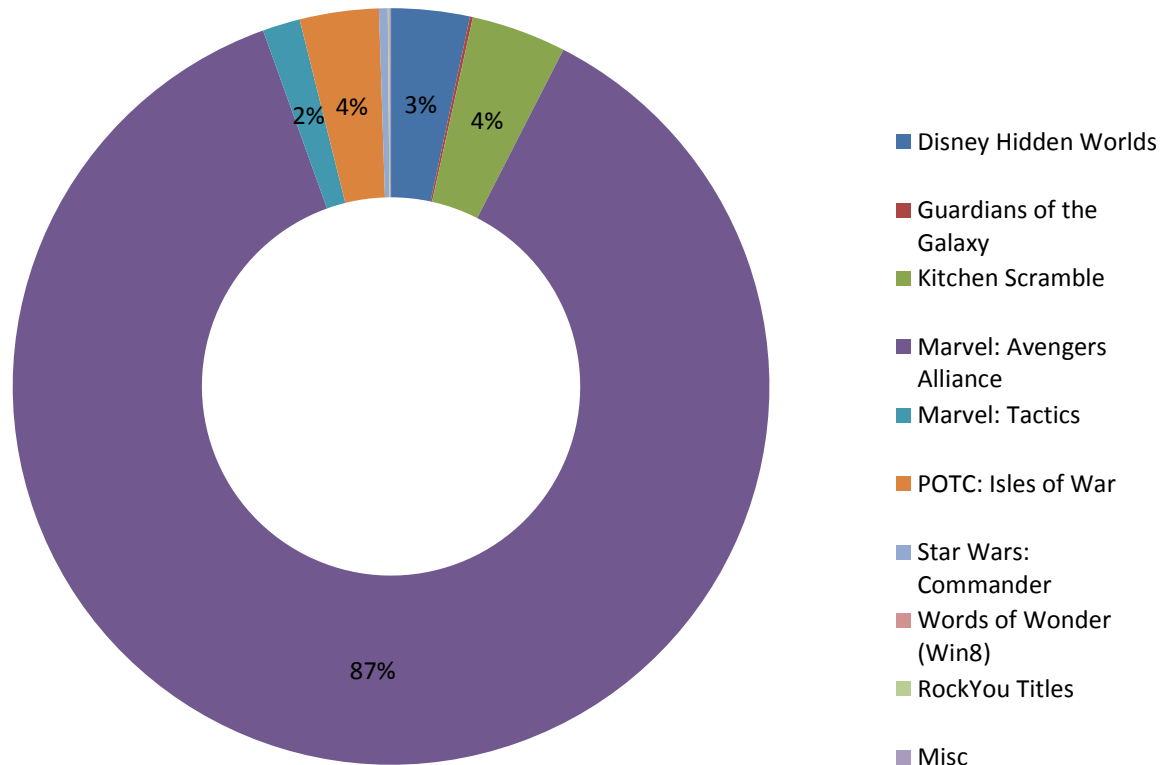

Legend: Created, Processed

3 Week Overview
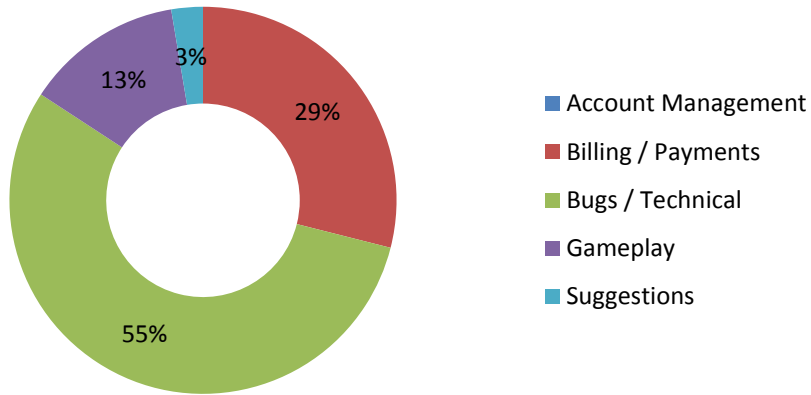

Legend: Created, Processed

Support Drivers

This dashboard contains metrics on all Playdom / Disney Social titles for the week of August 10-16, 2014
Star Wars: Commander accounted for 1% of all contacts.

Contacts by all Products

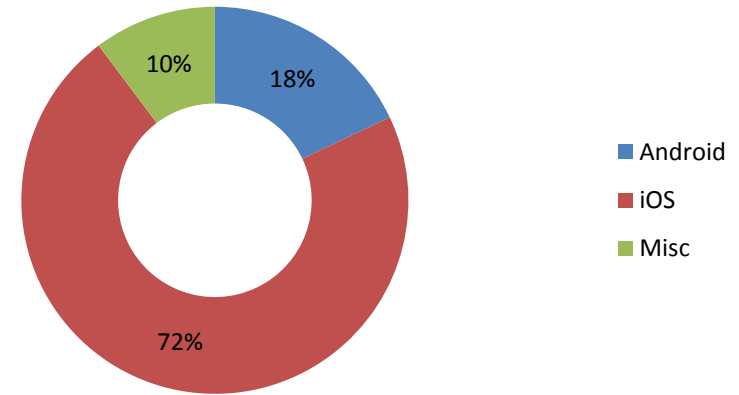

- 2%
- 4%
- 3%
- 4%
- 87%

Legend:
- Disney Hidden Worlds
- Guardians of the Galaxy
- Kitchen Scramble
- Marvel: Avengers Alliance
- Marvel: Tactics
- POTC: Isles of War
- Star Wars: Commander
- Words of Wonder (Win8)
- RockYou Titles
- Misc

Category Breakdown

- Account Management
- Billing / Payments
- Bugs / Technical
- Gameplay
- Suggestions

3%
29%
13%
55%

Platform Breakdown

- Android
- iOS
- Misc

18%
72%
10%

Top 10 Categories
(across all titles)

Rank	Category	% of Tickets
1	Bugs / Technical::Missing Items / Progress	26.68%
2	Bugs / Technical	18.42%
3	Billing / Payments::Missing Currency	15.79%
4	Billing / Payments	10.53%
5	Bugs / Technical::Game Not Loading	7.89%
6	Bugs / Technical::Quest Will Not Complete	5.26%
7	Gameplay::Collections / Achievements	5.26%
8	Billing / Payments::Declined Transactions	2.63%
9	Gameplay	2.63%
10	Gameplay::Getting Started	2.63%